

## JOB DESCRIPTION

### JOB DETAILS

<b>Job Title:</b> Application Solutions Analyst - Sharepoint and 0365	<b>Job ID:</b> IS2433
<b>Classification:</b> Information Systems R24	<b>Classification Date:</b> (MM/DD/YYYY)
<b>Branch:</b> Information Technology Service Operations	<b>Unit:</b>
<b>Reports to:</b> Enterprise Application Solutions Lead	<b>Security Screening:</b> Yes
<b>Union/Excluded:</b> BCGEU	

### BRANCH DESCRIPTION

The Information Technology Service Operations branch (ITSO) provides the IT services to the BC Pension Corporation including; IT Infrastructure, IT Operations (ITIL aligned including aspects such as Service Desk, End User Support, Incident Management, etc.) and Enterprise COTS Application Management. The Information Technology Service Operations branch ensures that systems, services, and infrastructure work reliably and securely.

### JOB SUMMARY

To collaboratively develop the strategy and roadmap, for a cloud-based services (e.g. SaaS, PaaS) to deliver business capabilities to achieve the corporation's 9 years strategic plan – Plan 20|30 and new priorities for our clients while ensuring optimal business value for the corporation.

### JOB RESPONSIBILITIES

- Manages the development and evolution of SaaS, PaaS, and COTS solutions for the BC Pension Corporation.
- Develops multi-year technology and service roadmaps, plans and strategies.
- Designs, manages, maintains, and delivers business solutions (e.g. COTS, cloud SaaS), including features that are end to end of high quality and high availability.
- Leads the evaluation and cost-benefit of new SaaS, PaaS, and COTS solutions.
- Defines migration approaches, builds migration plans, and provide technical expertise to complete migrations as necessary from legacy repositories to the new solution state.
- Develops, implements, and maintains technical artefacts, policies and procedures for operations of the solutions delivered.
- Provides advice to executive on alternatives and solutions, production evaluation, risk assessment and cost benefit analysis of existing and future solutions.
- Provides expertise by diagnosing and resolving complex problems with the solutions through effective root cause analysis, including liaison with external technical experts.
- Provides direction, technical expertise and advise to systems professions support corporate solutions, including managing escalations.
- Leads projects and assigns technical resources for upgrades to existing solutions.
- Work with the BC Pension security team to define and implement best security practices related to the applications that are part of the solution set, including expert advice on products.

### EDUCATION

#### Degree/Diploma Obtained

#### Program of Study

- Bachelor's degree, technical diploma or equivalent experience in Technology, Engineering, Computer Science, or a related field. An equivalent combination of education, training and experience may be considered.

### EXPERIENCE

#### Years of Experience

#### Type of Experience

- Bachelor's degree, technical diploma or equivalent experience in Technology, Engineering, Computer Science, or a related field. An equivalent combination of education, training and experience may be considered.

- A minimum of five years of experience in designing, building, configuring, testing, integrating, administering and supporting COTS and cloud SaaS based solutions, including upgrades and change planning, coordination of changes, process improvement, technical documentation, and Tier 2/3 operational support.
- A minimum of five years of experience in designing, building, configuring, testing, administering, and supporting solutions based on SharePoint and integrating with Microsoft Office 365, Teams, OneDrive, Power Apps and other Microsoft products/services.
- A minimum of three years of experience as a SharePoint Online developer, configurator, including hands on experience with application services framework including workflow, search, managed metadata, and user profile services.

## **KNOWLEDGE, SKILLS & ABILITIES**

- Experience in software development lifecycle including scripting/PowerShell.
- System design, planning, implementation, and documentation skills.
- ITIL processes and tools.
- Excellent customer-service, listening, and communications skills with a client service focus.
- Strong technical writing and documentation skills.
- Able to establish, maintain and promote effective relationships with a variety of groups or individuals.
- Able to successfully manage multiple assignments at once.
- Effective analytical, problem-solving and decision-making skills.

## **CORE COMPETENCIES**

### **Navigating Change L2**

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Invites input and feedback on proposed changes.
- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.
- Shares information on change in a timely manner.
- Identifies innovative approaches to deal with situations for which no known precedent exists.
- Eliminates unnecessary work activities.

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### **Embracing Learning L2**

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Gathers feedback from various sources to identify own strengths and weaknesses.
- Pursues challenging experiences beyond current position to add value in own area.
- Helps others identify learning needs to meet current job requirements.
- Provides honest, timely, clear and specific feedback to others.
- Ensures people are provided appropriate training within available budget and resources.
- Encourages people to reach their full potential.

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### **Client Orientation L3**

Making it easy for our external and internal clients - seeing things through their eyes.

- Balances client needs with business realities.
- Represents client needs to more senior management.
- Provides advice on complex problems and initiatives.

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### **Accountability L2**

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Sets challenging but realistic goals for own area of responsibility.
- Helps people improve performance to maximize results.
- Holds people accountable for meeting established expectations.
- Evaluates progress against established goals and objectives.

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### **Inspiring Trust L3**

Inspiring confidence by demonstrating integrity and building credibility.

- Brokers healthy relationships across the organization to further the achievement of business goals.
- Promotes dialogue and shared understanding on business issues.
- Communicates complex issues clearly and credibly with varied audiences.
- Confidently and effectively expresses contrary opinions and own perspectives.
- Accepts alternate perspectives in support of business interests.
- Models trust in others to do their jobs.

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### **Decision Making L2**

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
- Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
- Uses sound business sense to make decisions.
- Considers risks when identifying or recommending options.

- Provides context and rationale for decisions.
  - Provides information to others to support decision making on complex issues.
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### **Organizational Focus L2**

Aligning work priorities, processes and practices to achieve the strategic direction.

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.
- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.